State of West Virginia
Fleet Card Training

Presented On:
July 26, 2012

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Introductions

West Virginia

- **Clay Chandler – Executive Director, FMO**
- **Janice Hartman – DOA Fleet Manager**
- **Barry Gunnoe – DOA Fleet Specialist**
- **Kyle Mullins – DOA Temporary Employee**

Wright Express

- **Kristin Moore – West Virginia Account Manager**
- **Sharon Linnane – Government Account Manager**

Program Overview and Timeline

Overview

- **Transition from ARI to WEX**
- **Transition from FMO to agency-centric program**
- **Transition from group PIN to individual PIN**
- **Transition from 4-digit to 6-digit PIN**
- **Change in card graphics**
- **Change in card design for undercover operations**

Timeline

16 Jul	25 Jul	10 Aug	17 Aug
Transition Spreadsheet Due	DOA-FM-031 Due	WEX Cards/PINs Issued to Agencies	ARI Cards/PINs Expire

FMO Program Policies

Available References

- **FMO Policies and Procedures Manual, Version 7**
  - www.fleet.wv.gov/resources/Pages/default.aspx
- **FMO Privacy Policy**
  - http://www.fleet.wv.gov/services/Documents/FMO%20Privacy%20Policy%2006132012.pdf
- **WEX Online**
  - https://go.wexonline.com
- **Accepting Locations**
  - http://www.wrightexpress.com/accepting-locations

Roles and Responsibilities

FMO

- Program oversight

- Dispute Reviewer

- New Card Manager (Requestor)

- Liaison for issues other than Card Tech. Support

Agency

- Program oversight

- Dispute Initiator

- Existing Card Manager (Replace/Suspend/Cancel)

- Liaison for agency employees (Thresholds/PIN)

Wright Express Universal Fleet Card

A leading provider of payment processing and information management services to businesses and public sector fleets

- **Fleet payment solutions**
  - Based in S. Portland, ME
  - In business for more than 25 years, since 1983
  - Approximately 900 employees
  - 350,000+ fleets; 6.6M vehicles (NA and Australia)
  - 20 statewide contracts, 4 Federal agency contracts
- **Other payment solutions**
  - Corporate purchase cards, payroll, prepaid cards
- **Financials**
  - $553M Revenue, $60.6M in 2011
  - Public company in 2005: WXS on NYSE

Wright Express Universal Fleet Card

- **Convenience**
  - 180,000 accepting locations, including U.S. Territories
  - More than 90% of retail fuel sites in U.S.
    - **More than 50,000 diesel locations in the U.S., including 8,200 truck stops and card-locks**
  - More than 2,100 locations in Canada
- **Control**
  - Closed loop– proprietary network
  - 99.8% Level III data capture
  - Product Type Controls
  - Exceptions and Alerts
- **Savings**
  - Reduced fraud, waste, abuse
  - Better asset management
  - Fuel Tax Exemption

ExxonMobil

Shell

CITGO

BP *Amoco*

WRIGHT EXPRESS

Product Type Controls

Control **what** drivers can purchase:

- Easily set limits with custom authorization profiles

- Limit purchasing at the transaction level and/or by timeframe

- For product category, set timeframe limits for dollars, number of transactions

- In aggregate, set timeframe limits for total spend, number of transactions, or number of gallons

- Change product controls and/or limits on-line, real time

- Enhanced Controls: total ticket, total non-fuel per transaction, total non-fuel per timeframe

- **Fuel Pump Shut-off by Dollar Amount**

  - **Per Fuel Transaction**
  - **Per Time Period**

Product Type Control Options
Fuel (always on)
Parts & Service
Quick Lube
Oil & Fluids
Roadside Assistance
General Merchandise

WRIGHT EXPRESS

Flexible Exception Reporting: Technology to detect driver misuse

- **Keep field management in the know… and enforce your purchase policies**
  - You select your parameters
  - Exceptions revolve around card, vehicle or driver (as applicable)
  - When a threshold is exceeded, details are populated on a report which is available for download
  - The transaction is authorized so the driver stays on the road
  - Online user can elect to receive email notification when exceptions are available to view

Available Threshold Options:

Total Dollars per Month

Total Gallons per month

Average PPG for month is greater/less than XPPG/gallon

Multiple Daily Transactions

Out of State Transactions

Off hours Transactions

Day of Week Transaction

Dollars Per Day

Dollars per total Transaction

Gallons per Transaction

Non fuel transactions

Fuel Type

MPG above or below certain desired MPG

Inactive for a month

14

WRIGHT EXPRESS

- **Cards will be issued to the Vehicle**
  - Standard cards will be issued as Fuel Only
  - Diesel vehicle cards will be issued as Custom Control (locked to fuel only) to support DEF purchases

- **Vehicle Cards**
  - The vehicle cards will be embossed with the following information
  - Custom vehicle ID (Last six of VIN) + Billing Unit (four characters)
  - Description (eight or more characters)

Equipment Cards

- – Equipment (ATV, Marine, Generators, etc)
- – Rental vehicles
- – Special events
- – Temporary cards (replace lost cards, temporary use of surplus property vehicles, etc)

- **Undercover Cards**
  - – These vehicle cards will be used only for undercover purposes

- **Card will prompt for Driver ID and Odometer at the POS**
- **All drivers will receive new driver ID numbers**
- **Driver ID will be 6 digits, and randomly generated by WEX system**
  - The above provides extra security against fraud (harder to crack the code)
- **All drivers should have their own Driver ID; no shared Driver ID's allowed**
  - This ensures full Level 3 data and accountability for transactions

- **Initial authorization card controls will be set as daily limits with 5 transactions per day, $500 per transaction and a $500 max spend total.**

- **WEX and FMO will work together to create additional spend parameters if necessary.**

- **The ability to create new card controls will be with the Fleet Management Office team.**

- **Reporting is retrieved on WEXOnline**
  - Standard Reports
    - **Purchase activity report**
  - Ad Hoc Reports
    - **Transaction summary, trans details, exceptions**
  - Flexible Exception Reports
    - **Alerts for transactions that exceed your parameters**
  - Custom Reporting
    - **Create your own: on demand or scheduled reporting**
    - **Authorizations, transactions, account/card/driver profiles**

- **Invoicing**
  - Cycle closes last business day of the month
  - You will receive an email alert when it's available for retrieval on WEXOnline
  - Payment due in 30 days

- **Payment Methods**
  - Online
  - Check
  - ACH
  - We do not take purchase cards for payment

INVOICE/STATEMENT

WRIGHT EXPRESS

INVOICE NUMBER: 1234567
ACCOUNT NAME: ABC Company

PAGE 1 OF 1

ACCOUNT NUMBER	CREDIT LIMIT	DAYS THIS PERIOD	BILL CLOSING DATE	PAYMENT DUE DATE	AMOUNT DUE
0496-00-123456-7	15,000.00	31	MAR-31	APR-26-2009	3.209.70

DATE	ACTIVITY DESCRIPTION	CHARGES/DEBITS	PAYMENTS/CREDITS
MAR-12-2009	PAYMENT RECEIVED - THANK YOU		1,937.91-
MAR-31-2009	FUEL PURCHASES	2,930.70	
MAR-31-2009	OTHER PURCHASES	279.00	

REMINDER
PLEASE BE SURE TO INCLUDE REMITTANCE STUB WITH PAYMENT. MAIL TO
THE ADDRESS SHOWN IN THE RIGHT PORTION OF THE REMITTANCE STUB ABOVE.

PURCHASES, RETURNS AND PAYMENTS MADE JUST PRIOR TO BILLING DATE MAY NOT APPEAR UNTIL THE NEXT INVOICE/STATEMENT.

CURRENT PERIOD	ONE BILLING PERIOD PAST DUE	TWO BILLING PERIODS PAST DUE	THREE+ BILLING PERIODS PAST DUE	TOTAL DUE
3,209.70	0.00	0.00	0.00	3,209.70

PREVIOUS BALANCE	(-) PAYMENTS	(+) PURCHASES	(+) DEBITS	(-) CREDITS	(+) LATE FEE	(=)NEW BALANCE
1,937.91	1,937.91	3,209.70	0.00	0.00	0.00	3,209.70

FEDERAL TAX ID: R123456789

The Late Fee is determined by applying a monthly rate of	Which is an EFFECTIVE ANNUAL RATE of	The Average Daily Balance Subject to Late Fees for the period is
2.00%	24.00%	0.00

SEE REVERSE SIDE FOR IMPORTANT INFORMATION AND TERMS.

TO ENSURE PROPER CREDIT, TEAR AT PERFORATION AND INCLUDE BOTTOM PORTION WITH YOUR PAYMENT.

ACCOUNT NAME	ABC Company
ACCOUNT NUMBER	0496-00-123456-7
INVOICE NUMBER	1234567
BILL CLOSING DATE	MAR-31-2009
AMOUNT DUE	3,209.70
AMOUNT ENCLOSED	
PAYMENT DUE DATE	APRIL-26-2009

PAYMENTS RECEIVED AFTER THIS DATE SUBJECT TO LATE FEES.

WRIGHT EXPRESS FLEET SERVICES

Fax change of address to 1-800-395-0809.
Make check payable to Fleet Services.
Use enclosed envelope or send to:

Fleet Services
P.O. Box 5727
Carol Stream, IL 60197-5727

- **60 days from date of invoice**

- **Dispute reasons shall include – suspected duplicate transactions, suspected misuse, a request to validate signature on the purchase ticket, or questionable transaction activity (not including incorrect Product code).**

- **Dispute form should be completed and sent to FMO, who will send to Wright Express**

WRIGHT EXPRESS

- **Ranked #20 in the 2011 Top 100 Call Center List by The Center for Customer-Driven Quality**
  - Wright Express 24/7 call center #:866-549-1597
- **No Driver Stranded Policy**
  - After hours generic authorization for FUEL ONLY allowed
    - **Unleaded purchase max $150**
    - **Diesel purchase max $400**
  - Driver to contact Agency Fleet Coordinator the next day
  - See scenarios next slide

Scenarios

	Action Required by WEX CS Rep
Card Issues	
Exceeding Authorization Controls	• Move card to "WV Stranded" profile. • Allow the transaction to process. • Move the card back to original profile. • Complete notification to West Virginia FMO
Lost/Stolen Card	• Advise use of alternate form of payment • Refer Driver to Agency Fuel Coordinator • Complete notification to West Virginia FMO
Terminated Card	• Advise use of alternate form of payment • Refer Driver to Agency Fuel Coordinator • Complete notification to West Virginia FMO
Card Suspended for Fraud	• Advise use of alternate form of payment • Refer Driver to Agency Fuel Coordinator • Complete notification to West Virginia FMO
Card Suspended	• Advise use of alternate form of payment • Refer Driver to Agency Fuel Coordinator • Complete notification to West Virginia FMO

| Action Required by WEX CS Rep	
Invalid Driver ID Issues	
Driver is unsure of DID but is active	• Confirm First Name, Last Name, and County of Residence • Create new Driver ID for authorization • Allow the transaction to post • Terminate the Driver ID • Refer the driver to the Agency Fuel Coordinator • Complete notification to West Virginia FMO
Driver is unsure of DID and is not active	• Advise use of alternate form of payment • Refer Driver to Agency Fuel Coordinator • Complete notification to West Virginia FMO
Driver ID is terminated	• Confirm First Name, Last Name, and County of Residence • Reactivate Driver ID • Allow the transaction to process • Terminate the Driver ID • Refer Driver to Agency Fuel Coordinator • Complete notification to West Virginia FMO

WRIGHT EXPRESS

The Power of WEXOnline®

- **Major Functions**
  - View account hierarchy and details
  - View, manage cards and drivers
  - View, manage card controls
  - Run, retrieve and schedule reports
  - View and download invoices
  - Add/manage online users
  - Resource tools

- **"live" demo to follow**
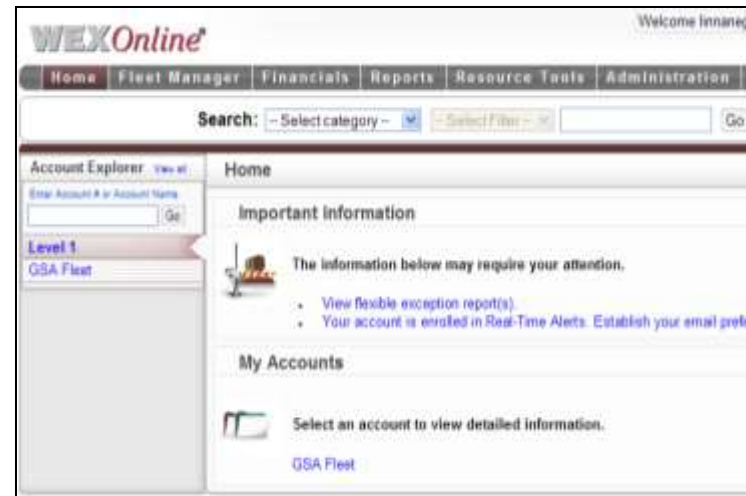
FMO

- **Barry Gunnoe**   **Fleet Specialist**   **(304) 558-2614**
- **Janice Hartman**   **DOA Fleet Mgr.**   **(304) 558-0086**
- **Clay Chandler**   **Exec. Dir. FMO**   **(304) 558-2106**
  - Email: Fleet@wv.gov

Wright Express

- **Strategic Support**   **WV Agency Team**   **(800) 726-0492**
  - Strategic_support@wrightexpress.com
- **Kevin Hughes**   **Accounts Receivable**   **(207) 523-6635**
  - Kevin_Hughes@wrightexpress.com
- **Kristin Moore**   **WV FMO Acct Mgr**   **(207) 523-6416**
  - Kristin_Moore@wrightexpress.com

Questions

Comments?

Thank You!